

## Older Adult Consumer Perception Survey Data - Central Valley Region - November 2007

### Total Number of RECEIVED Surveys

	Frequency	Valid Percent
Valid November 2007	648	100.0

### Total Number of COMPLETED Surveys

	Frequency	Valid Percent
Valid November 2007	371	100.0

If the instrument is not completed, the **PRIMARY** reason must be indicated.

	Frequency	Valid Percent
Valid Refused	93	35.8
Impairment	26	10.0
Language	48	18.5
Other	93	35.8
Total	260	100.0
Missing	17	
Total	277	

## Demographic Data

### Gender

	Frequency	Valid Percent
Valid Female	256	70.1
Male	109	29.9
Total	365	100.0
Missing	6	
Total	371	

### Ethnicity

		Frequency	Valid Percent
Valid	African American	24	6.7
	Asian/Pacific Islander	24	6.7
	Hispanic	57	15.9
	Native American	8	2.2
	White	234	65.2
	Other	4	1.1
	More than 1 race	8	2.2
	Total	359	100.0
Missing		12	
Total		371	

### Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	299	83.3
	70 - 79 years old	54	15.0
	80 - 89 years old	4	1.1
	90 - 99 years old	1	.3
	100 years and older	1	.3
	Total	359	100.0
Missing		12	
Total		371	

## Service-Related Data

### How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	2	.6
	> 1 visit, but < one month	4	1.3
	1 to 2 months	26	8.3
	3 to 5 months	23	7.3
	6 months to 1 year	44	14.0
	More than 1 year	215	68.5
	Total	314	100.0
Missing		57	
Total		371	

**What was the primary reason you became involved with this program?**

		Frequency	Valid Percent
Valid	I decided to come in on my own	127	40.6
	Someone else recommended that I come in.	171	54.6
	I came in against my will.	15	4.8
	Total	313	100.0
Missing		58	
Total		371	

**Were the services you received provided in the language you prefer?**

		Frequency	Valid Percent
Valid	No	8	2.6
	Yes	298	97.4
	Total	306	100.0
Missing	Unknown	65	
Total		371	

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Valid Percent
Valid	No	13	4.2
	Yes	293	95.8
	Total	306	100.0
Missing	Unknown	65	
Total		371	

**Language of instrument**

		Frequency	Valid Percent
Valid	Chinese	1	.3
	English	349	94.1
	Russian	3	.8
	Spanish	12	3.2
	Vietnamese	6	1.6
	Total	371	100.0

**Who helped in completing the Survey?**

**I did not need any help.**

		Frequency	Valid Percent
Valid	No	159	42.9
	Yes	212	57.1
	Total	371	100.0

**A mental health advocate / volunteer helped me.**

		Frequency	Valid Percent
Valid	No	342	92.2
	Yes	29	7.8
	Total	371	100.0

**Another mental health consumer helped me.**

		Frequency	Valid Percent
Valid	No	360	97.0
	Yes	11	3.0
	Total	371	100.0

**A member of my family helped me.**

		Frequency	Valid Percent
Valid	No	344	92.7
	Yes	27	7.3
	Total	371	100.0

**A professional interviewer helped me.**

		Frequency	Valid Percent
Valid	No	361	97.3
	Yes	10	2.7
	Total	371	100.0

**My clinician / case manager helped me.**

		Frequency	Valid Percent
Valid	No	359	96.8
	Yes	12	3.2
	Total	371	100.0

**A staff member other than my clinician or case manager helped me.**

		Frequency	Valid Percent
Valid	No	349	94.1
	Yes	22	5.9
	Total	371	100.0

**Someone else helped me.**

		Frequency	Valid Percent
Valid	No	350	94.3
	Yes	21	5.7
	Total	371	100.0

**If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?**

	Frequency	Valid Percent
Valid No	71	94.7
Yes	4	5.3
Total	75	100.0
Missing	24	
Total	99	

**If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	66	88.0
Yes	9	12.0
Total	75	100.0
Missing	24	
Total	99	

**If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .**

	Frequency	Valid Percent
Valid Been reduced	16	22.2
Not Applicable (No police encounters this year or last year)	56	77.8
Total	72	100.0
Missing	27	
Total	99	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?**

	Frequency	Valid Percent
Valid No	192	98.5
Yes	3	1.5
Total	195	100.0
Missing	20	
Total	215	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?**

	Frequency	Valid Percent
Valid No	185	96.9
Yes	6	3.1
Total	191	100.0
Missing	24	
Total	215	

**If you have been receiving services for MORE THAN ONE YEAR,  
over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	14	7.6
	Stayed the same	5	2.7
	Increased	4	2.2
	Not Applicable (No police encounters this year or last year)	161	87.5
	Total	184	100.0
Missing		31	
Total		215	

**Perception of Access to Services**

		Frequency	Valid Percent
Valid	Dissatisfied	2	.6
	Somewhat Dissatisfied	2	.6
	Neutral	39	10.8
	Satisfied	167	46.4
	Very Satisfied	150	41.7
	Total	360	100.0
Missing		11	
Total		371	

**Perception of Quality & Appropriateness**

		Frequency	Valid Percent
Valid	Dissatisfied	1	.3
	Somewhat Dissatisfied	2	.6
	Neutral	32	8.9
	Satisfied	180	50.1
	Very Satisfied	144	40.1
	Total	359	100.0
Missing		12	
Total		371	

**Perception of Participation in Treatment Planning**

		Frequency	Valid Percent
Valid	Dissatisfied	1	.3
	Somewhat Dissatisfied	17	5.1
	Neutral	41	12.2
	Satisfied	168	50.0
	Very Satisfied	109	32.4
	Total	336	100.0
Missing		35	
Total		371	

### Perception of Social Connectedness

	Frequency	Valid Percent
Valid Dissatisfied	3	.9
Somewhat Dissatisfied	19	5.7
Neutral	74	22.2
Satisfied	151	45.3
Very Satisfied	86	25.8
Total	333	100.0
Missing	38	
Total	371	

### Perception of Functioning

	Frequency	Valid Percent
Valid Dissatisfied	2	.6
Somewhat Dissatisfied	26	7.5
Neutral	64	18.5
Satisfied	171	49.4
Very Satisfied	83	24.0
Total	346	100.0
Missing	25	
Total	371	

### Perception of Outcomes

	Frequency	Valid Percent
Valid Dissatisfied	1	.3
Somewhat Dissatisfied	12	3.6
Neutral	79	23.4
Satisfied	173	51.2
Very Satisfied	73	21.6
Total	338	100.0
Missing	33	
Total	371	

### General Satisfaction

	Frequency	Valid Percent
Valid Somewhat Dissatisfied	4	1.1
Neutral	22	5.9
Satisfied	153	41.2
Very Satisfied	192	51.8
Total	371	100.0

### Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	360	1.33	5.00	4.2917	.64567
appscale	359	1.00	5.00	4.2778	.61556
txscale	336	1.00	5.00	4.2128	.78233
socscale	333	1.00	5.00	3.9780	.81899
funscale	346	1.00	5.00	3.8735	.82271
outscale	338	1.50	5.00	3.9320	.71456
satscale	371	1.67	5.00	4.4641	.61991
Valid N (listwise)	297				

## Quality of Life Survey Data

### QOL\_1. How do you feel about your life in general?

	Frequency	Valid Percent
Valid Terrible	8	2.3
Unhappy	25	7.2
Mostly Dissatisfied	20	5.8
Mixed	99	28.7
Mostly Satisfied	104	30.1
Pleased	70	20.3
Delighted	19	5.5
Total	345	100.0
Missing	26	
Total	371	

### Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	348	1.00	7.00	4.9875	1.37367
Valid N (listwise)	348				

### Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	339	1.25	7.00	4.6984	1.13202
Valid N (listwise)	339				

### Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	314	1.00	7.00	4.7150	1.59696
Valid N (listwise)	314				



### Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	327	1.00	7.00	4.8203	1.22767
Valid N (listwise)	327				

**QOL\_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

	Frequency	Valid Percent
Valid No	321	95.5
Yes	15	4.5
Total	336	100.0
Missing	35	
Total	371	

**QOL\_6B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?**

	Frequency	Valid Percent
Valid No	275	82.3
Yes	59	17.7
Total	334	100.0
Missing	37	
Total	371	

**QOL\_7. In the past month, how many times have you been arrested for any crimes?**

	Frequency	Valid Percent
Valid No arrests	312	99.0
1 arrest	1	.3
3 arrests	1	.3
4 or more arrests	1	.3
Total	315	100.0
Missing	56	
Total	371	

### Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	342	1.00	7.00	4.8923	1.31389
Valid N (listwise)	342				

**QOL\_9. In general, would you say your health is \_\_\_\_?**

		Frequency	Valid Percent
Valid	Excellent	6	3.7
	Very Good	19	11.7
	Good	54	33.3
	Fair	50	30.9
	Poor	33	20.4
	Total	162	100.0
Missing		209	
Total		371	

**Descriptive Statistics for Health Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	333	1.00	7.00	4.2072	1.43632
Valid N (listwise)	333				